REMIS Customer Survey FY03

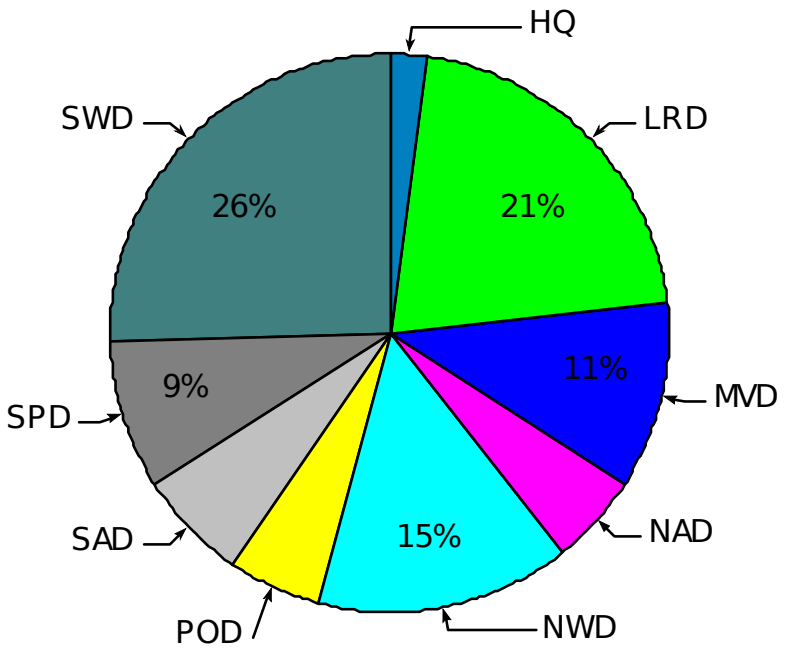
Prepared by U.S. Army Engineer District, Mobile

24 May 2004

REMIS Customer Survey FY03

- Sample size = 94
  - Total # Users Unknown
  - Return Rate Unknown
- 29 Districts Represented + HQ
- All Divisions Represented

REMIS Customer Survey FY03

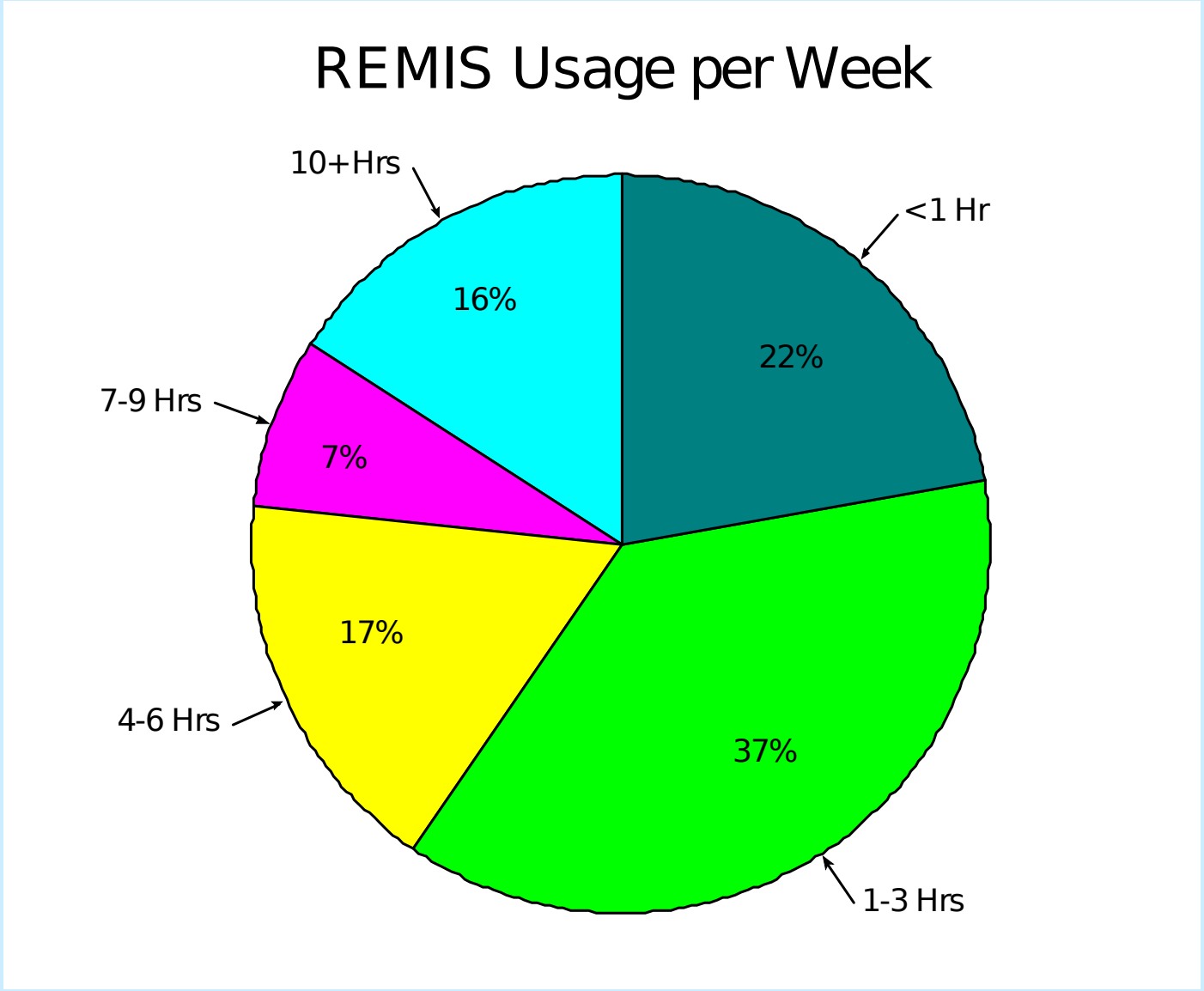


Division	#	%
HQ	2	2.1
LRD	20	21.3
MVD	10	10.6
NAD	5	5.3
NWD	14	14.9
POD	5	5.3
SAD	6	6.4
SPD	8	8.5
SWD	24	25.5
Total	94	100.0

REMIS Customer Survey FY03

- Customer Usage
  - 22% Use REMIS < 1hr/wk
  - 37% Use REMIS 1-3 hrs/wk
  - 17% Use REMIS 4-6 hrs/wk
- Experience Using REMIS
  - 22% Have Used REMIS 1-3 Yrs
  - 48% Have Used REMIS > 7 Yrs
- Grade Level
  - 46% GS 9-11
  - 32% GS 12+

REMIS Customer Survey FY03



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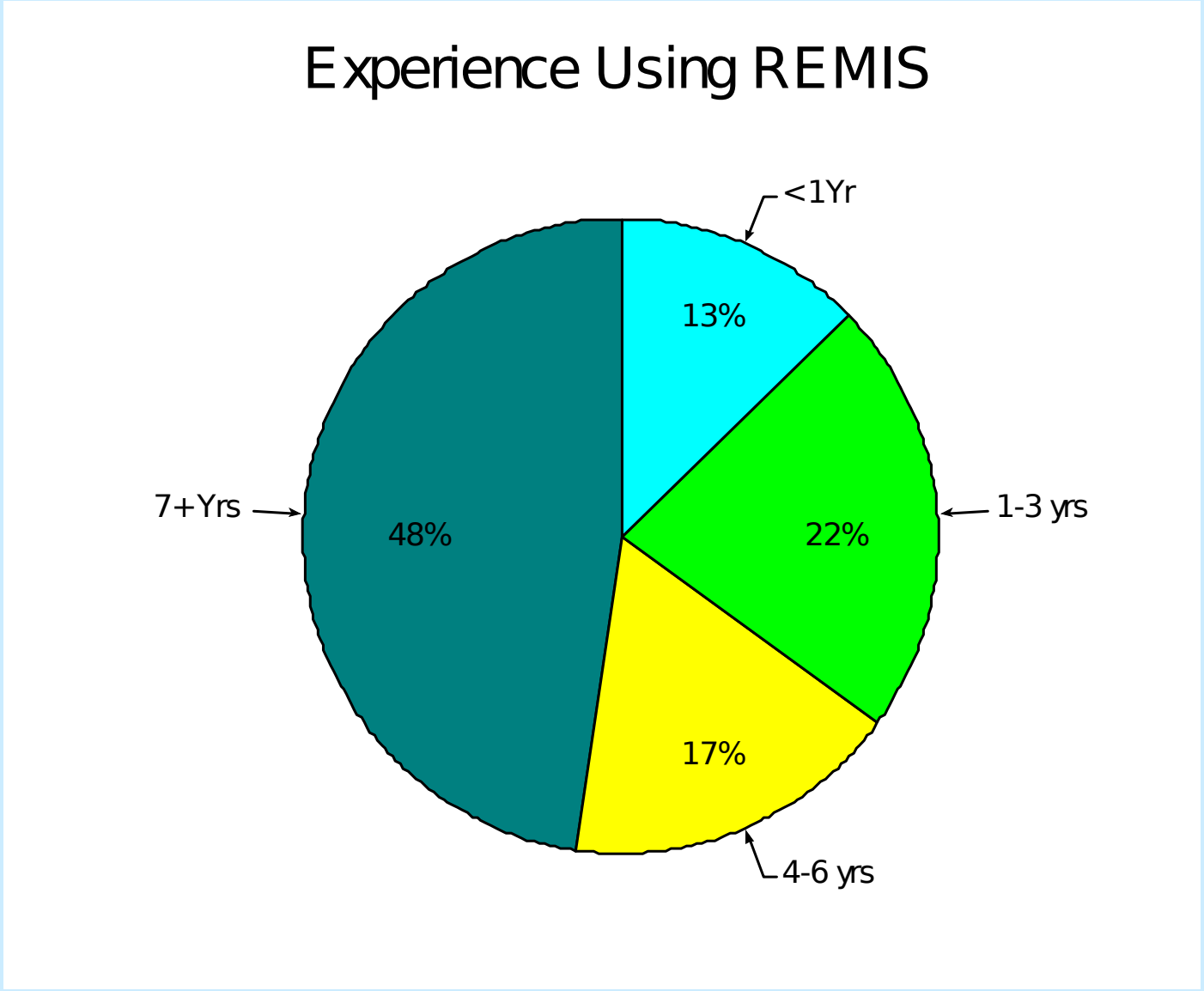

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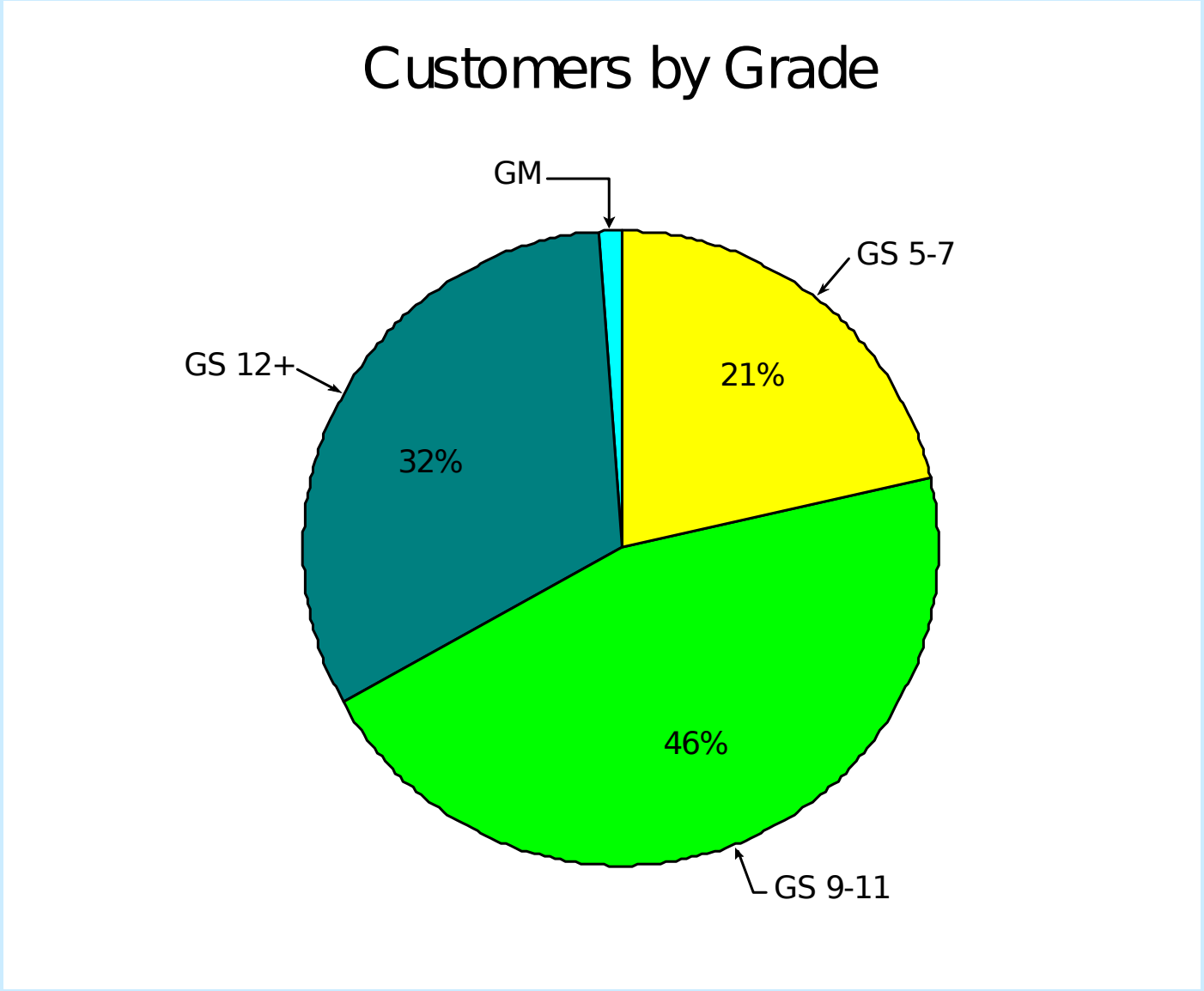

REMIS Customer Survey FY03

- REMIS Reports Used
  - Mgmt & Disposal: 59 Customers (63%)
  - Real Property: 43 Customers (46%)
  - Acquisition: 36 Customers (38%)
  - Accountability: 30 Customers (32%)
- Number of Reports Used
  - 1 Report: 48%
  - 2 Reports: 17%
  - 3 Reports: 14%
  - 4 Reports: 13%

REMIS Customer Survey FY03

Reports Used	#	%
Accountability Reports	30	31.9
Acquisition Reports	36	38.3
Appraisal Reports	21	22.3
Cost Share Reports	5	5.3
Environmental Reports	5	5.3
Legal Services/Claims Reports	2	2.1
Mgmt & Disposal Reports	59	62.8
Mobilization Reports	0	0.0
Real Property Reports	43	45.7
Relocation Assistance Reports	8	8.5

REMIS Customer Survey FY03 Satisfaction Ratings

- Items rated on scale of 1-5
  - 1=Very Low; 2=Low; 3=Mid-range / Non-committal; 4=High; 5=Very High
- For following discussion ratings of 1 & 2 reported as ‘Low Ratings’ and ratings of 4 & 5 reported as ‘High Ratings’

REMIS Customer Survey FY03 Satisfaction Ratings

- REMIS Survey Assesses:
  - 17 REMIS Program Features (S1-15, S22)
  - 4 Technical Support Items (S17-20)
  - 2 ‘Impact to Work’ Items (S16, S21)
  - Overall Satisfaction (S23)

REMIS Customer Survey FY03

- Highest Rated REMIS Feature
  - ‘Acquisition Reports’: 58% High Ratings
- Lowest Rated Feature
  - ‘User-Friendliness of REMIS’: 38% Low Ratings

REMIS Customer Survey FY03

- Impact on Work (Value of REMIS)
  - Increased Efficiency
    - Nearly Equal Distribution of Low, High &

      Non-committal Ratings
  - Meeting Your Customers' Needs
    - 39% Low Ratings
    - 36% High Ratings
    - 2nd Lowest Rated of ALL Survey Items

REMIS Customer Survey FY03

- Technical Support
  - Accessibility of Hotline Service
    - 51% Positive Ratings
    - 24% Negative Ratings
  - Hotline Resolution of Problems
    - 45% Positive Ratings
    - 25% Negative Ratings

REMIS Customer Survey FY03

- Technical Support cont’
  - Technical Knowledge of Hotline Staff
    - 55% High Ratings
    - 21% Low Ratings
  - User Manual
    - 24% High Ratings
    - 46% Low Ratings
    - Lowest Rated of ALL Survey Items

REMIS Customer Survey FY03
Overall Customer Satisfaction

- Bottom Line Indicator of Customer Satisfaction
- 38% High Ratings
- 31% Each Low & Non-committal Ratings
- 1/3 Non-committal represents a significant critical subgroup that may migrate to positive/negative depending on future experience using REMIS

REMIS Customer Survey FY03
Overall Customer Satisfaction

- No Correlation between Satisfaction Rating & Years of Experience or Hours of Usage

- Statistically Significant Correlation between Satisfaction Rating & Grade
  - Lower Grades (GS5-11) More Satisfied than Higher

REMIS Customer Survey FY03 Overall Customer Satisfaction

- 28 Customers Rated Overall Satisfaction as ‘Low’
  - 61% of These Use Mgmt & Disposal Report Options
  - 32% Use Real Property Report Options

REMIS Customer Survey FY03
REMIS Features

	Low		Mid-range		High		Total	
Item	#	%	#	%	#	%	#	%
1. Data Fields	13	14.1	33	35.9	46	50.0	92	100.0
2. Menu	18	20.0	27	30.0	45	50.0	90	100.0
3. Screen Layout	19	21.3	29	32.6	41	46.1	89	100.0
4. Accountability Reports	10	22.7	13	29.5	21	47.7	44	100.0
5. Acquisition Reports	6	18.2	8	24.2	19	57.6	33	100.0
6. Appraisal Reports	4	18.2	9	40.9	9	40.9	22	100.0
7. Cost Share Reports	1	12.5	5	62.5	2	25.0	8	100.0
8. Environmental Reports	4	33.3	4	33.3	4	33.3	12	100.0
9. Legal Reports	1	11.1	6	66.7	2	22.2	9	100.0
10. Mgmt/Disposal Reports	19	32.8	17	29.3	22	37.9	58	100.0
11. Mobilization Reports	1	16.7	3	50.0	2	33.3	6	100.0
12. Real Property Reports	12	24.5	20	40.8	17	34.7	49	100.0
13. Relocation Reports	4	26.7	6	40.0	5	33.3	15	100.0
14. Detail Data	24	29.3	28	34.1	30	36.6	82	100.0
15, Aggregate Data	19	31.1	25	41.0	17	27.9	61	100.0
22. User Friendly	34	38.2	24	27.0	31	34.8	89	100.0
23. Overall Satisfaction	28	31.1	28	31.1	34	37.8	90	100.0

REMIS Customer Survey FY03
Impact to Work

	Low		Mid-range		High		Total	
Item	#	%	#	%	#	%	#	%
16. Increased Efficiency	26	32.5	30	37.5	24	30.0	80	100.0
21. Satis Customer Needs	30	38.5	20	25.6	28	35.9	78	100.0

REMIS Customer Survey FY03
Technical Support

	Low		Mid-range		High		Total	
Item	#	%	#	%	#	%	#	%
17. Access' of Hotline	13	23.6	14	25.5	28	50.9	55	100.0
18. Hotline Resolution	14	25.0	17	30.4	25	44.6	56	100.0
19. Hotline Staff	10	21.3	11	23.4	26	55.3	47	100.0
20. User Manual	25	46.3	16	29.6	13	24.1	54	100.0

REMIS Customer Survey FY03 Customer Comments

- 54 Customers Provided Comments
  - 23 Customers Submitted Complaints & Suggested Changes to REMIS
  - 11 Provided Complaints Only
  - Only 5 Positive Statements Made (all concerning staff support)

REMIS Customer Survey FY03 Customer Comments

- Summary of Customers Comments
  - Customer Unaware User Manual Exists/Wants Updated Manual (12 customers)
  - Difficult Navigating (12)
  - Poor Screen Layout/Menus (11)
  - Need (better) Online Help/Training (10)
  - Report Options Inadequate (9)
  - Data Fields Inadequate [e.g.’s funding & scheduling info] (9)

REMIS Customer Survey FY03 Customer Comments

- Summary of Comments cont'
  - REMIS Needs to Interface with CEFMS [ability to switch between programs] (7 customers)
  - Too Much Duplication of Data Input (5)
  - Program Too Complex (4)
  - More SA's/Allow Add' Employees Admin Privileges (4)
  - REMIS Data Incomplete/Unreliable (2)
  - Keep Customer Informed of Changes (2)
  - System Gets Slow/'Bogged Down' (2)

REMIS Customer Survey FY03 Ratings Details

	Very Low		Low		Mid-range		High		Very High		Total	
Item	#	%	#	%	#	%	#	%	#	%	#	%
1. Data Fields	7	7.6	6	6.5	33	35.9	31	33.7	15	16.3	92	100.0
2. Menu	8	8.9	10	11.1	27	30.0	28	31.1	17	18.9	90	100.0
3. Screen Layout	7	7.9	12	13.5	29	32.6	32	36.0	9	10.1	89	100.0
4. Accountability Report	2	4.5	8	18.2	13	29.5	14	31.8	7	15.9	44	100.0
5. Acquiition Report	0	0.0	6	18.2	8	24.2	14	42.4	5	15.2	33	100.0
6. Appraial Report	1	4.5	3	13.6	9	40.9	6	27.3	3	13.6	22	100.0
7. Cost Share Reports	0	0.0	1	12.5	5	62.5	2	25.0	0	0.0	8	100.0
8. Enviromental Reports	1	8.3	3	25.0	4	33.3	4	33.3	0	0.0	12	100.0
9. Legal Reports	0	0.0	1	11.1	6	66.7	2	22.2	0	0.0	9	100.0
10. Mgmt/Disposal Reports	4	6.9	15	25.9	17	29.3	18	31.0	4	6.9	58	100.0
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20. User Manual	12	22.2	13	24.1	16	29.6	12	22.2	1	1.9	54	100.0
21. Satis Customer Needs	10	12.8	20	25.6	20	25.6	27	34.6	1	1.3	78	100.0
22. User Friendly	16	18.0	18	20.2	24	27.0	29	32.6	2	2.2	89	100.0
23. Overall Satisfaction	12	13.3	16	17.8	28	31.1	31	34.4	3	3.3	90	100.0